

# STATE OF ALABAMA

## Information Technology Policy

### **Policy 670-08: System Maintenance**

Information systems must have security controls in place to protect the routine maintenance activities that enable the system to function correctly. Such activities include diagnosing and correcting hardware, firmware, and software problems; loading, maintaining, and updating software, device drivers, configuration settings, etc., and maintaining a historical record of system changes.

#### **OBJECTIVE:**

Ensure maintenance and diagnostic activities are managed and monitored to preserve the confidentiality, integrity, and availability of State information system resources.

#### **SCOPE:**

This policy applies to all personnel (State employees, contractors, vendors, and business partners) responsible for the authorization, administration, and maintenance of State of Alabama information system resources.

#### **RESPONSIBILITIES:**

##### **IT Managers shall:**

- Schedule, perform, document, and review records of maintenance and repairs on information system components in accordance with manufacturer or vendor specifications and/or organizational requirements.
- Document system-specific maintenance requirements in operational procedures.
- Approve and monitor the use of information system maintenance tools.
- Authorize and monitor remotely executed maintenance and diagnostic activities.
- Maintain a list of authorized maintenance personnel including third-party maintenance providers.

#### **ENFORCEMENT:**

Refer to Information Technology Policy 600-00: Information Security.

[http://isd.alabama.gov/policy/Policy\\_600-00\\_Information\\_Security.pdf](http://isd.alabama.gov/policy/Policy_600-00_Information_Security.pdf)

#### **ADDITIONAL INFORMATION:**

DEFINITIONS: Refer to Information Technology Dictionary

[http://isd.alabama.gov/policy/IT\\_Dictionary.pdf](http://isd.alabama.gov/policy/IT_Dictionary.pdf)

*Signed by Jim Burns, Chief Information Officer*

**DOCUMENT HISTORY:**

Version	Release Date	Comments
Original	7/9/2009	